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DATE: February 11, 1986

NOTE TO:

SUBJECT: OIT Secretarial Training Requirements

Nancy,

I am replying for George, as he is in Florida.

Based on your note to him, I understand that you are looking for information that will help establish training requirements for advancement within the new secretarial career service. Not knowing the plans for the new career service, or to what level pay a secretary can aspire, I will assume it will follow a similar General Service Pay Scale that marches along with that of their supervisor. I will also assume that in general, the secretarial career will always have a steep pyramidal relationship with the office structure of the Agency. In other words, the number of GS-09 equivalent secretaries are proportional to the number of SIS-04's.

I make all these assumptions because I believe it is in our best interest to train secretaries for higher paying and higher responsible jobs both within the secretarial field and outside of the secretarial field.

The most important secretarial skill is attitude and personal interest in the job. Training in this area should include self assessment, employee development and inter-personal skills training.

The next most important secretarial skill is organization and basic competency in office procedures. The training for this includes proper etiquette on handling telephones and messages, managing your inbox and outbox, adequate speed on typing skills with adequate accuracy (I'll explain why later), basic knowledge of office automation equipment, and in our case its Delta Data, IBM PC's, and WANGS. Accuracy is not important as long as you use automation and make use of automated dictionaries. This should also apply to format and style of correspondence. Where possible, automation most often takes care of all format and style. However, it is good to have training in Office characteristics of format, carbon copies, chronos, as well as filing procedures.

The third most important skill is good inter-personal skills, especially as it relates to the supervisor or boss. Training in this area relates more to keeping calendars, scheduling appointments/meetings/trips, etc. and making sure that all loose ends are taken care of. I really believe that an office is as good as the secretaries that run it. They should take pride and ownership of the responsibility as a valuable part of the smooth running of an Office.

The fourth most important skill is ambition. This is demonstrated through off the job training, expanding the knowledge one needs in the job to move onto the next level. For example, in OIT, additional training would be naturally office automation courses, and even data processing courses. A logical follow on would be how to prepare graphics, and presentations (all of which an office has requirements for at various times, usually with short deadlines). In some cases, use of computer systems, or helping fellow workers with administrative aspects of their jobs ie., recording secretary for a Project Design review may

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be applicable and interesting.

Now to digress a little. I believe that shorthand should go the way of the dinosaur. One can take it (like Latin), but it should never be used as a criteria for ANY advancement.

More and more functions like T & A's, Travel, etc. will be automated over time and a secretary will be required to use a computer terminal, therefore ANY computer related training should be stressed, and I am expanding my thoughts beyond just things like AIM, and VM, to include things like SAFE, [redacted] and eventually training on standard micro computer packages that the Agency will adopt, such as Microsoft Word and/or 1 or 2 other word processing packages.

To some extent, secretaries will only be as good as their office, and boss will encourage and allow. Therefore, as managers move up in the world, training for them should include improving your relationship with your secretary.

Periodically, all secretaries within an office (I realize this is impossible, but there are ways to work it) should gather for a conference and go over Office mission and goals, and Office procedures. It sure makes an office run smoother when the hierarchy processes things the same way.

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